

Involvement of service knowledge management system in integration of ITIL V3 and enterprise architecture

Abstract

This study attempts to investigate and clarify the relationship of Service Knowledge Management System (SKMS) with our primary study regard to using enterprise architecture through ITIL V3. Approach: SKMS concepts are introduced by ITIL V3 as a set of tools and databases that are used to manage knowledge and information of IT services. Results: The SKMS stores, retrieves, updates and presents all information that is expected for management of whole lifecycle of IT Services. Primary goal of our research is to provide a comprehensive integrated framework to determine and address IT Service Architecture requirements and related issues in ITIL V3 through using Enterprise Architecture. Conclusion/Recommendations: Through the main process of our study we realized that ITIL Knowledge Management process and its model for SKMS might be good candidates for storing and retrieving architectures of IT services. In other word, SKMS can be used as a set of tools and databases for management of architecture components of our target framework. For next step, the concern is how to develop proposed SKMS.